TITLE: **COMPUTER NETWORK/SOFTWARE TECHNICIAN** FLSA: Non-Exempt

QUALIFICATIONS:
1. Minimum High School Diploma or GED
2. Technical/Vocational training in a computer related field or three years demonstrated experience in network management and software support, MCSE Certification desirable
3. Demonstrated ability to load, configure and troubleshoot software on Microsoft Windows based platforms, experience with mobile and other operating systems desirable
4. Ability to communicate, written and spoken, effectively to both technical and non-technical personnel
5. Demonstrated familiarity with various use applications and a willingness to develop a reasonable level of proficiency in all supported applications
6. Ability to work flexible hours to meet training and downtime schedules
7. Such alternatives to the above qualifications as the Board may find appropriate and acceptable

KNOWLEDGE, SKILLS AND ABILITIES: Ability to load, configure and troubleshoot computer software. Ability to load, configure and troubleshoot Network and Disk Operating Systems, primarily Microsoft Windows based systems. Ability to learn through experience, other operating systems, including mobile operating systems. Ability to assist end-users and school level technical contacts with computer software related needs. Ability to assist in the development and refinement of standards and specifications as related to computer/network hardware and software. Ability to disassemble and reassemble personal computers, network and peripheral equipment for diagnosing hardware malfunctions. Demonstrated familiarity with various user applications and a willingness to develop a reasonable level of proficiency in all supported applications. Ability to edit configuration files and registries when necessary. Ability to provide own transportation between work sites, with mileage reimbursement. Ability to understand and carry out both written and oral directions.

REPORT TO: Coordinator of Technology Services

JOB GOAL: To support instructional technology by providing technical support services for the proper functioning of computers, software and computer networks, in order to provide for the effective instructional use of the available technology.

SUPERVISES: N/A

PERFORMANCE RESPONSIBILITIES: * Essential Performance Responsibilities

* 1. Provide software troubleshooting and support in use in the schools of Sumter County
* 2. Provide network administration assistance
* 3. Maintain service and property records and develop detailed configuration files on computer installations
* 4. Assist in the set up and troubleshooting of computer/network hardware
* 5. Assist in training and supporting end users and school-based technology contacts
* 6. Provide end user support on the various devices and applications used in the district
  7. Perform such other duties as may be assigned from time to time by the supervisor.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools and controls. The employee is often required to walk; push; pull; lift; reach with hands and arms; and bend, climb, or crawl. The employee is often required to stand; stoop; kneel or crouch, occasionally for extended periods of time. The employee is occasionally required to use ladders. The employee is occasionally required to work in small confined spaces. The employee must regularly lift and/or move up to 20 pounds and occasionally must lift and/or move up to 50 pounds. The employee must regularly reach with their arms into limited space areas. The employee must be able to hear and talk clearly.

Specific vision abilities required by this job include close vision, vision in limited light, and viewing of information on computer displays.

Noise level in the work environment is usually moderate.

TERMS OF EMPLOYMENT: Salary and benefits shall be paid consistent with the District's approved compensation. Length of the work year and hours of employment shall be those established by the District.

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluations of personnel.